Defense Travel System

Defense Travel System-Limited

Help Desk Functions

MAJ A.C. Williams
williamsac@osd.pentagon.mil
(703) 607-1498, ext. 139

Agenda

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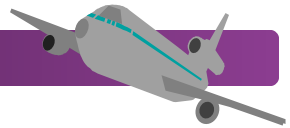

- Help Desk Personnel Requirements
- Help Desk Hierarchy
- DTA Identification Cards
- Problem Escalation/Demonstration
- DTS-Limited Help Desk Guide
- Help Desk Training

Help Desk Personnel Requirements

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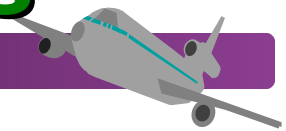

- Help Desk Manager
- Trainers
- Information Technology Representative
- Finance Representative
- Transportation Representative

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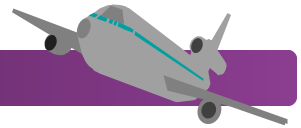

Help Desk Hierarchy

DTS-Limited Help Desk

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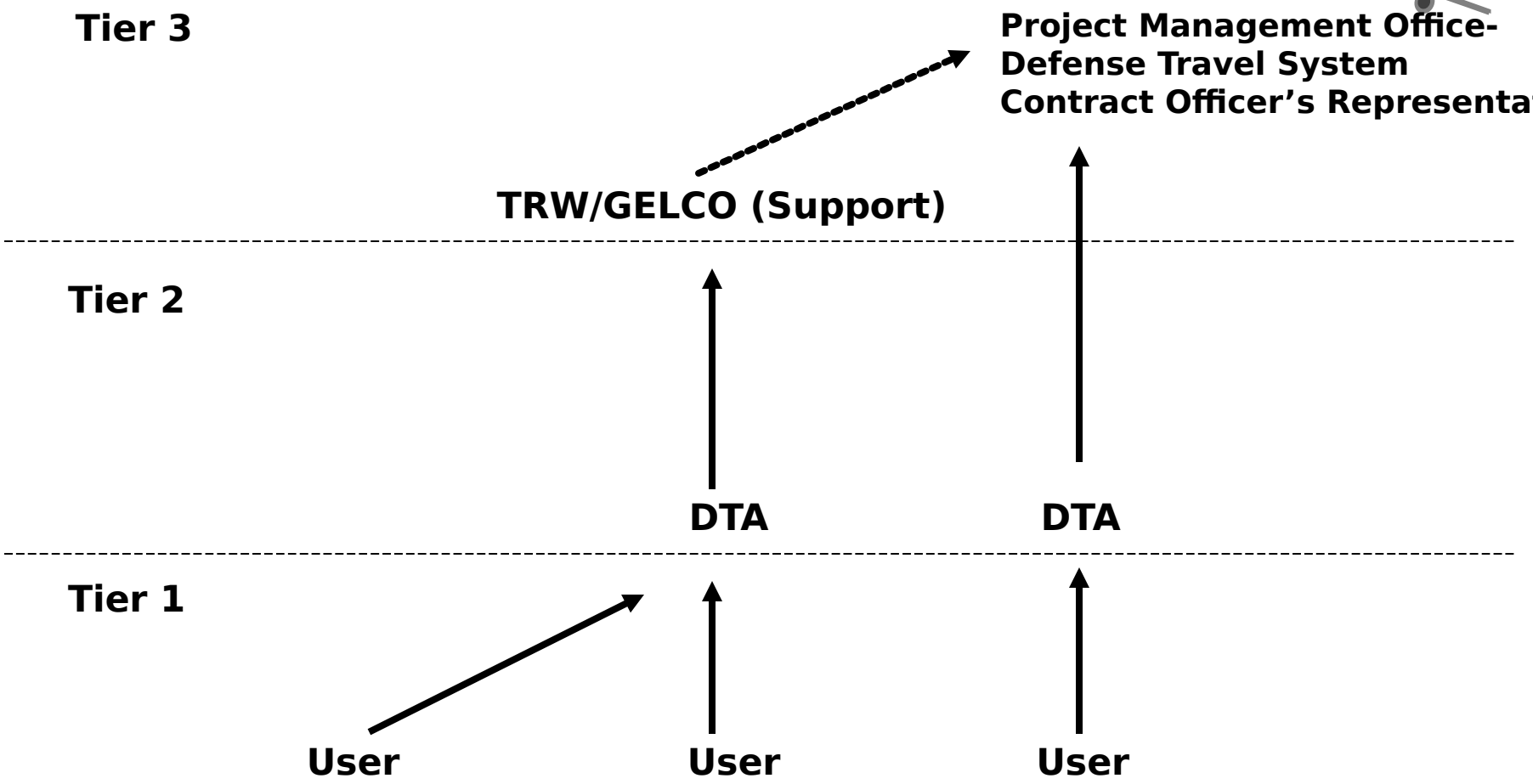

Questions regarding use of DTS-Limited software

Problems with specific transactions system operations, etc.

Contract performance iss entitlement ques issues, etc.

DTA Identification Card

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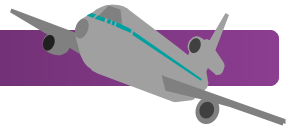

- Included in packet
- Lead DTA should control card
- Contact GELCO upon receipt of card
- Must have DTA number to communicate with GELCO (Tier 3)
- DTA Number is location specific

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Problem Escalation Demonstration

Trouble Ticket Process Help Desk Assistant (HDA)

Support Ticket

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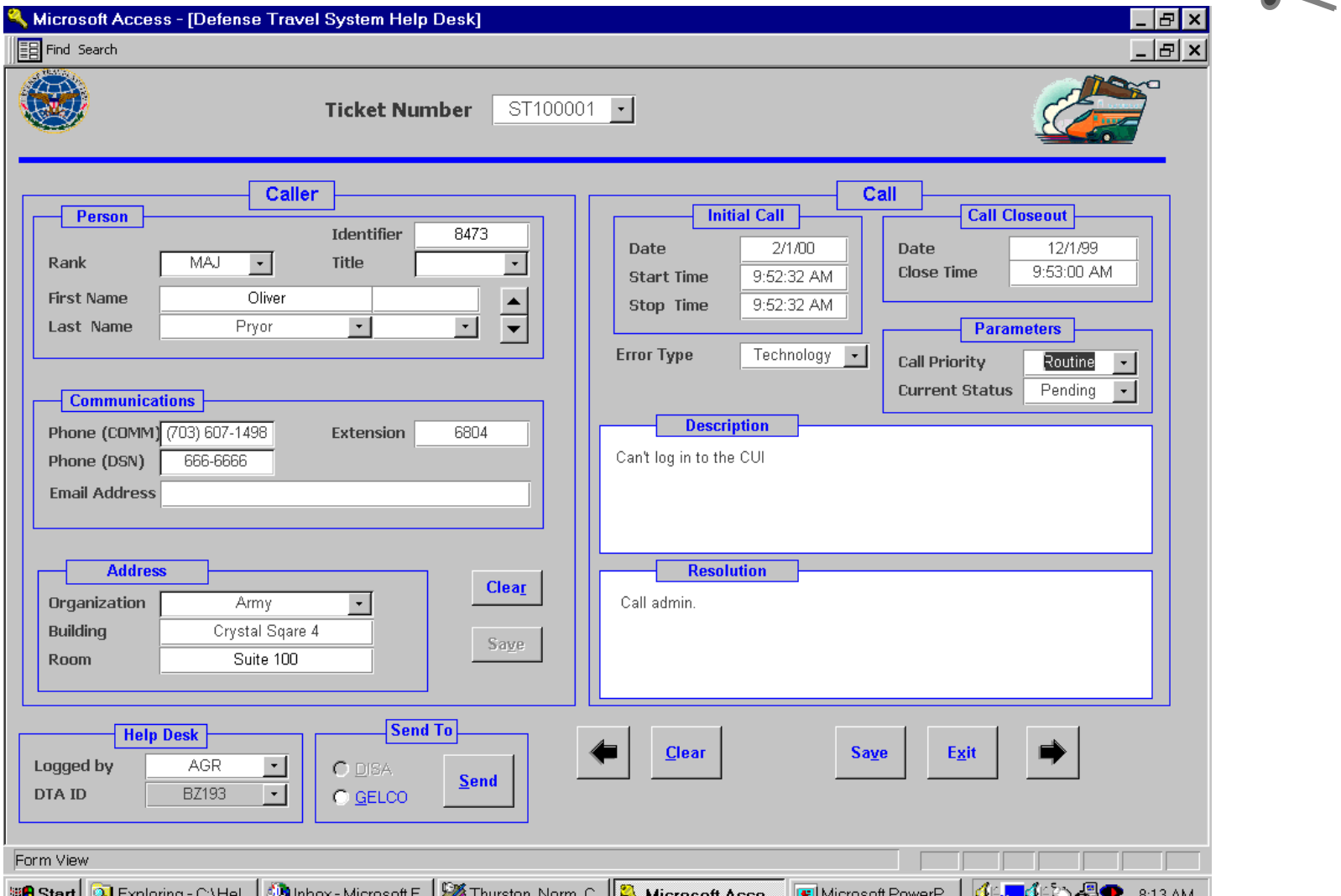

Query Definition

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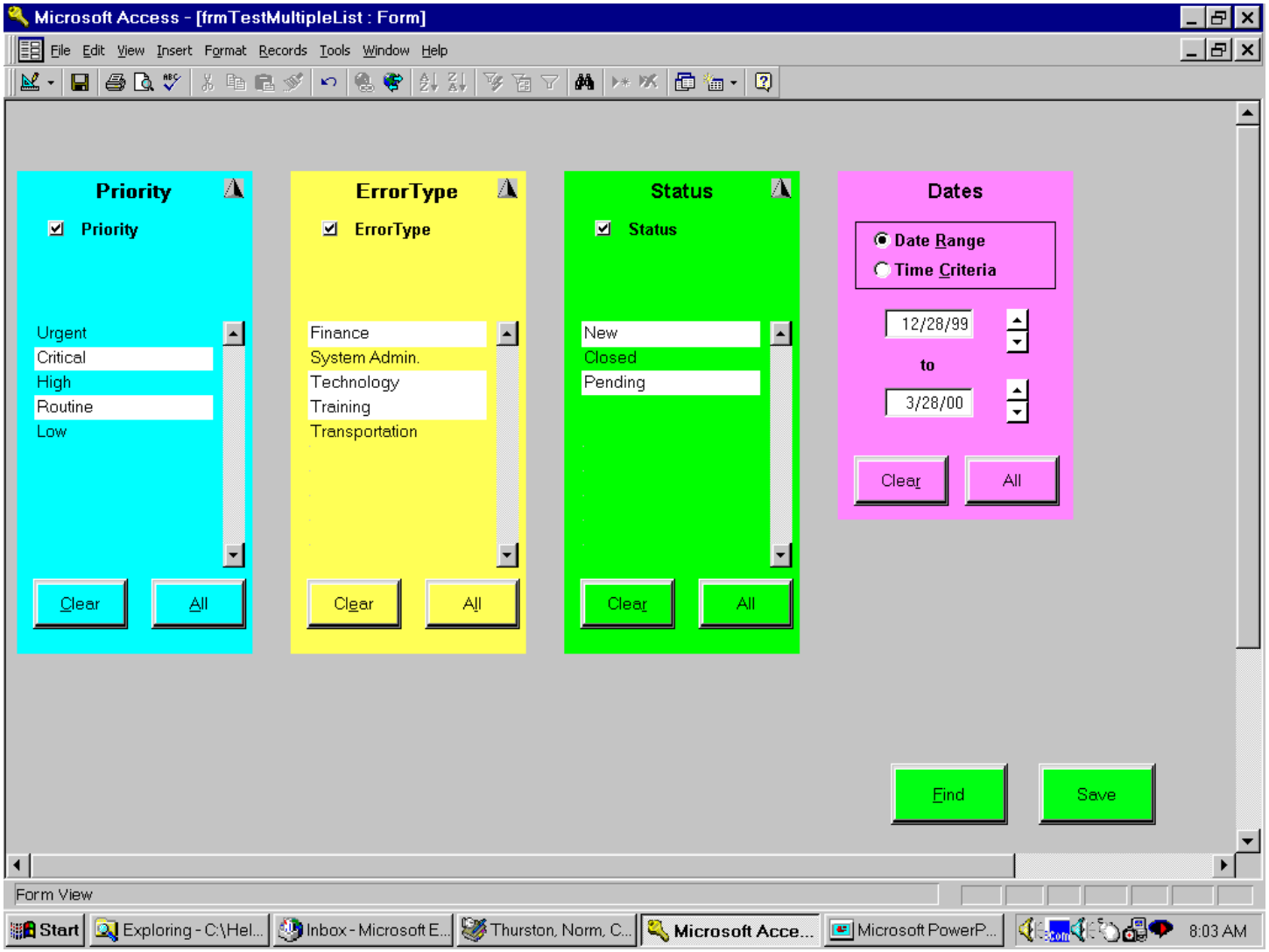

DTS-Limited Documentation

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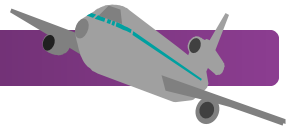

- **DTS-Limited Help Desk Guide**
  - **Local SOP Service or Agency Responsibility**
- **Help Desk Training /Course Design**
  - **Assist in preparing training curriculum**

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Questions?